

# WARRANTY

## PLEASE READ BEFORE INSTALLATION!

All floor coverings should be professionally installed to ensure a valid warranty.

We warrant all our products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to our Installation & Maintenance Manual.

Warranty Coverage	8mil		12mil		20mil	
	Residential	Light Commercial	Residential	Light Commercial	Residential	Commercial
Manufacturing Defect	25 Years	5 Years	Lifetime	10 Years	Lifetime	10 Years
Wear	25 Years	5 Years	Lifetime	10 Years	Lifetime	10 Years
Structural	Lifetime	Lifetime	Lifetime	Lifetime	Lifetime	Lifetime

### RESIDENTIAL

For residential installations, manufacturer warrants its regular (first quality) floor products to be free from manufacturing defects from the date of purchase; if installed according to the installation instructions and the approved application:

- Will not wear through
- Will not stain from common household stains
- Will not contain manufacturing defects
- Will not rip or tear from normal household use
- Will not permanently indent from normal household use
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold or mildew growth
- The edges of the flooring will not curl

### COMMERCIAL

For commercial installations, Manufacturer warrants its regular (first quality) floor products are warranted to be free from manufacturing defects and will not wear through the printed image for the term length of the warranty coverage as set forth below in the Limited Warranty Term Length for Applicable Products and Years section, starting from the date of purchase, installed according to installation instructions and the approved application.

### LIFETIME LIMITED STRUCTURAL WARRANTY

The floor plank or tile is warranted to be 100% waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Manufacturer moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty is not transferable by the purchaser of the floor.

This Lifetime Limited Structural Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation.

**This Lifetime Limited Structural Warranty does not cover:**

- Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
- Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
- Flooring that is installed outdoors.

**WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?**

- Damage caused by fire, flooding, exposure to standing water or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture. While moisture will not affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Flooring that is installed outdoors.
- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects. When vacuuming, we recommend using the wand attachment on your vacuum.
- Indentation or damage from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors
- Damage caused by abuse such as moving appliances across the floor without adequate protection. When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded “irregular” or sold “as is” without warranty.
- Floors that are installed in structures other than owner-occupied or tenant-occupied residences. (Except products that are noted as warranted commercial or limited commercial.)
- Discoloration from moisture or underlayment panels after having been repaired or replaced by Manufacturer one time.
- Construction or installation-related damage – including installation defects due to installations not using the recommended Manufacturer products.
- Failure of the floor to adhere to the subfloor due to, for example, moisture, alkaline or hydrostatic pressure from the subfloor.
- Inappropriate end-user activities.
- Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
- It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
- Manufacturer makes no guarantee that Manufacturer products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
- Noncompliance with installation instructions and maintenance guidelines as recommended by Manufacturer. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
- Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
- Floor covering installed in inappropriate locations is excluded from this warranty.
- Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.

- Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED LIMITED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

MANUFACTURER EXCLUDES ANY LIABILITY FOR LOST PROFITS AND WILL NOT PAY ANY OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER THIS WARRANTY. BY THIS WE MEAN ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. NO IMPLIED WARRANTIES EXTEND BEYOND THE TERMS OF THIS WRITTEN WARRANTY. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

Please note: Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

Also note: This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

#### **LIFETIME LIMITED RESIDENTIAL WEAR WARRANTY**

The vinyl layer of the floor plank is warranted by Manufacturer not to wear through under normal use for the life of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser.

This lifetime limited residential wear warranty is made subject to the following conditions:

- The floor must be installed properly and according to Manufacturer' installation instructions. Proper installation includes, but is not limited to the following:
  - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room. The glue down method must be used if the flooring will be exposed to temperatures above 140° F (60° C) or below 32° F (0° C).
- The flooring must be used only indoors in a climate controlled area.
- The flooring must be maintained in accordance with Manufacturer maintenance instructions.
- This limited warranty does not apply to Manufacturer moldings and trims.
- Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

#### **25 YEAR LIMITED RESIDENTIAL WEAR WARRANTY**

The vinyl layer of the floor plank is warranted by Manufacturer not to wear through under normal use for 25 Years life of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser.

This lifetime limited residential wear warranty is made subject to the following conditions:

- The floor must be installed properly and according to Manufacturer' installation instructions. Proper installation includes, but is not limited to the following:
  - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room. The glue down method must be used if the flooring will be exposed to temperatures above 140° F (60° C) or below 32° F (0° C).
- The flooring must be used only indoors in a climate controlled area.
- The flooring must be maintained in accordance with Manufacturer maintenance instructions.

- This limited warranty does not apply to Manufacturer moldings and trims.
- Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

### **10 YEAR LIGHT COMMERCIAL LIMITED WEAR WARRANTY**

The vinyl layer of the floor plank is warranted by Manufacturer not to wear through under normal light commercial use for a period of ten (10) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail: Novelty Shops/Boutiques, Product Display Areas, Showrooms, Hair Salons, Hallways
- Hotels: Conference/Meeting Rooms
- Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways
- Offices: Offices, Conference/Meeting Rooms, Break Rooms

**\*For additional applications please call your local supplier for further information.**

This 10 Year Limited Light Commercial Wear Warranty is made subject to the following conditions:

- The floor must be installed properly and according to Manufacturer' installation instructions. Proper installation includes, but is not limited to the following:
  - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room. The glue down method must be used if the flooring will be exposed to temperatures above 140° F (60° C) or below 32° F (0° C).
- The flooring must be used only indoors in a climate controlled area.
- The flooring must be maintained in accordance with Manufacturer maintenance instructions.
- This limited warranty does not apply to Manufacturer moldings and trims.
- Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

The 10 Year Limited Light Commercial Wear Warranty does not cover:

- 10 Year Limited Light Commercial Wear Warranty Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
- It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
- Manufacturer makes no guarantee that Manufacturer products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
- Noncompliance with installation instructions and maintenance guidelines as recommended by Manufacturer. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
- Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
- Floor covering installed in inappropriate locations is excluded from this warranty.
- Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
- Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.

## 5 YEAR LIGHT COMMERCIAL LIMITED WEAR WARRANTY

The vinyl layer of the floor plank is warranted by Manufacturer not to wear through under normal light commercial use for a period of five (5) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail: Novelty Shops/Boutiques, Product Display Areas, Showrooms, Hair Salons, Hallways
- Hotels: Conference/Meeting Rooms
- Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways
- Offices: Offices, Conference/Meeting Rooms, Break Rooms

**\*For additional applications please call your local supplier for further information.**

This 5 Year Limited Light Commercial Wear Warranty is made subject to the following conditions:

- The floor must be installed properly and according to Manufacturer' installation instructions. Proper installation includes, but is not limited to the following:
  - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room. The glue down method must be used if the flooring will be exposed to temperatures above 140° F (60° C) or below 32° F (0° C).
- The flooring must be used only indoors in a climate controlled area.
- The flooring must be maintained in accordance with Manufacturer maintenance instructions.
- This limited warranty does not apply to Manufacturer moldings and trims.
- Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

The 5 Year Limited Light Commercial Wear Warranty does not cover:

- 5 Year Limited Light Commercial Wear Warranty Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
- It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
- Manufacturer makes no guarantee that Manufacturer products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
- Noncompliance with installation instructions and maintenance guidelines as recommended by Manufacturer. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
- Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
- Floor covering installed in inappropriate locations is excluded from this warranty.
- Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
- Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.

This warranty extends only to the original end-user. Manufacturer warranties are non-transferable. No installer, retailer, distributor or agent, or employee of the Manufacturer may alter the obligations or limitations of any warranty.

## WARRANTY LIMITATIONS

Please take notice that none of the following kinds of problems are problems arising from defects in material or workmanship, and are therefore not covered by this Product Warranty:

- a) Defects arising from poor installation (this includes - damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floor-boards, cushioned vinyl, or by failure in the underlayment; seams 'peaking' or opening due to use of incorrect adhesive or seaming method; edge-to-edge shade variation; discoloration arising from installation next to a source of excessive heat); and visible trowel marks.
- b) Dissatisfaction due to improper maintenance.
- c) Problems arising from excessive moisture, alkali or hydrostatic pressure in substrate.
- d) Problems arising from cuts, tears, gouges, burns or other damage caused by stiletto or sharp high heels (these will damage even concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets etc.
- e) Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.
- f) Small differences in color and or texture between the actual material or photographic images of the material and the actual flooring purchased.
- g) Construction or installation-related damage.
- h) Damage caused by inappropriate end-user activities.
- i) Installation of products with adhesives other than those recommended by the Manufacturer.
- j) Products may have slight color variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for color acceptance before being installed.

The preceding list is not exhaustive, but is merely illustrative, of the many kinds of problems that are not due to defects in material or workmanship in the products, and are not within the coverage of this warranty. Other such problems not described on the list above are also outside the scope of this warranty.

The Manufacturer will, at its option, either repair and/or replace the defective Flooring or credit the customer for the portion of the purchase price attributable to the flooring which is defective. The Manufacturer is responsible to pay for shipping and handling for any replacement, along with costs directly related to the defective flooring (e.g., pro-rated labor to remove flooring, reasonable labor to install replacement flooring, additional materials required to install replacement Flooring,). Due to the nature of the product, replacement Flooring is not guaranteed to match the original Flooring in terms of color, tone, pattern or other natural characteristics. These remedies are your sole and exclusive remedies under this warranty.

This Limited Warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original retail purchaser. The Manufacturer requires the receipt in order to verify date of purchase to help resolve any problems.

Proration of Warranty Period: The Limited Lifetime Structural Warranty, 50 Year Residential warranty and 10-Year Light Commercial Warranty periods are prorated for flooring. The prorated warranty is one that provides for a refund or credit that decreases according to a set formula as follows:

**Labor Cost:**

**Within 0-1 year 100%** of reasonable labor cost are included.

**Within 1-5 year 50%** of reasonable labor cost are included.

Anything above 5 years will not cover labor cost.

LifeTime Structural Warranty
• 1-6 Year 100%
• 7-10 Year 90%
• 11th Year 80%
• 12th Year 70%
• 13th Year 60%
• 14th Year 50%
• 15th Year 40%
• 16th Year 30%
• 17th Year 25%
• 18th Year 20%
• 19th Year 15%
• 20th Year 10%

Lifetime Residential Warranty
• 1-6 Year 100%
• 7-10 Year 90%
• 11th Year 80%
• 12th Year 70%
• 13th Year 60%
• 14th Year 50%
• 15th Year 40%
• 16th Year 30%
• 17th Year 25%
• 18th Year 20%
• 19th Year 15%
• 20th Year 10%

10 Year Light Commercial Warranty
• 1st Year 100%
• 2nd Year 100%
• 3rd Year 100%
• 4th Year 100%
• 5th Year 90%
• 6th Year 80%
• 7th Year 70%
• 8th Year 60%
• 9th Year 50%
• 10th Year 40%